



NEWS TO USE

A newsletter for PERSI Employers

October 2001

- Annual Base Plan Statements
- Address Change Procedure

Answering your employees' annual Base Plan Statement questions

PERSI Base Plan statements will be sent to all active employees over the next few weeks.

If we have your employees' home addresses, the statements will go directly to their homes. If we do not have employee addresses, the statements will be sent to you in individually addressed envelopes for distribution. Please do not open the envelopes as we wish to protect confidentiality.

Questions

If your employees ask you statement questions, the following information should help:

Choice Plan Statements vs. Base Plan Statements

The annual Base Plan statement is different than the quarterly Choice Plan statements that members now receive. The Choice Plan is not covered on the Base Plan statement. Base Plan statements are not quarterly because there is little "activity" in a member's Base Plan account each year. Choice Plan statements are quarterly because there is generally much more activity involved and more monitoring by members is expected.

Name and/or Address

If a member's name or address is incorrect, they need to inform you

about the corrections. Once you are using the new "as earned" payroll transmittal process, address updates will occur automatically each time you report. Until you are using the new "as earned" transmittals, we have developed what we feel is the easiest solution for ensuring that both you and PERSI have correct member addresses. See address change information on page 2.

Date of Birth

In the past, Date of Birth showed as month and year (month/year) only. On our new computer system, the date of birth includes the day (month/day/year). Until all employers fully convert to the new system, some dates of birth will show as month/01/year.

What members need to check is that the month and year are correct. The day of the month doesn't change any of our calculations. Please ask members not call us to say their date of birth isn't the first of the month. This will be updated as employers go to the new reporting method.

Statements are Estimates

Please remind members that all of the amounts on their statements are *estimates* only. Circumstances in individual employment or salary history may change benefit

amounts. Future changes in salary or other factors will also affect the amounts. Actual retirement benefits are determined at time of retirement with a detailed review the member's employment history. The actual calculation may differ from this estimate. In the event of a discrepancy, benefits will be paid in accordance with applicable laws.

Retaining Statements

Please, please, please ask members to retain their statements for future reference. Although it may not seem like it, it is very time consuming and expensive for us to reproduce statements.

Other Questions

Every effort has been made to ensure the accuracy of the statements. If any of the information in a statement appears to be incorrect (other than the items discussed here), or if employees have questions, please ask them to fax or write to your area PERSI office, and include a copy of the statement with the correction(s) indicated. We can resolve questions more quickly this way. If a review indicates an error, our records will be adjusted and verification will be sent to the member. Should any discrepancy or error occur, plan provisions will take precedence.

Address Change procedure

As you know, PERSI has been going through a lot of changes lately, what with adding the new Choice Plan, Gain Sharing, our new computer system (Galena), and the advent of “as earned” payroll transmittals. As a part of these changes, we are now obtaining and using member home addresses.

Addresses you provide will populate fields in Galena

When you begin using the new “as earned” payroll transmittals, all address information you report to us will override any address information we may have on the employee in Galena. Recently we have discovered this is causing problems when a member changes an address with us, but not with their employer. (The incorrect address the employer reports overrides the updated information in Galena.) The Choice Plan statements that have been returned to us for just this reason demonstrate the problems we can anticipate in this process.

Once you are using the new “as earned” payroll transmittal process, address updates will occur automatically each time you report. Until you are using the new “as earned” transmittals, we have developed what we feel is the easiest solution for ensuring that both you and PERSI have correct member addresses.

- The *RS-110 Address Change* form has been revised. A supply of the new forms was recently sent to you. The RS-110 is also available on our website ([www.persi.state.id.us/html/](http://www.persi.state.id.us/html/forms.htm)

[forms.htm](http://www.persi.state.id.us/html/forms.htm)). Or if you need more hardcopies, please call us.

Address Change procedure:

- If an active member calls us to change their address, we will send them an RS-110 to fill out. They must then complete the form and submit it to you.
- Please make the address change in your records, initial the RS-110 to indicate you have made the change, and send the form to us to update Galena.
- On the new RS-110 we are also asking members to provide their name exactly as it is on their Social Security card. This is necessary because we must report payments to the IRS and names need to exactly match Social Security numbers. Therefore, when you update your records, we also ask that you update the name to exactly match the Social Security card as well, otherwise, as explained above for the addresses, the name from your record will override the name we have.
- When we do mass mailings to employees via home addresses, a certain number of those mailings will be returned to us due to incorrect addresses. We will bundle the returned mailings by employer and send them to you along with more RS-110s. Please then ask the members to complete the forms and then update your records before forwarding the form to PERSI.

Address procedure will soon be easier for you and members

We realize that, for now, this may be more difficult, but it does help ensure that both you and PERSI have updated employee addresses. As mentioned above, once you are on the “as earned” transmittal reporting, the updates will occur automatically.

- *Easier for you:* We used to send all correspondence to you to distribute to your employees. Now, we are removing that burden from you and are mailing statements, newsletters and other items directly to employees when we have their correct addresses.
- *Easier for members:* With PERSI using member addresses supplied by you, members will only need to inform you when they move, and won't have to worry about contacting us.

Thank you for your patience during our transitions

As we progress with the Choice Plan, Galena and new reporting, we realize that our level of customer service to you has suffered, and for this we apologize. Even with all these changes, we are trying to maintain the high level of service that so many of you often compliment us for. We are still committed to providing you with the best service possible. Throughout the next year, as we get bugs worked out, we intend to once again provide you and our members with the high level of service you deserve. Thank you for your understanding.